Electronic Acknowledgement Receipt FES ID: 1083785 Application Number: 10826160 Confirmation Number: 8619 Title of Invention: Mining service requests for product support First Named Inventor: Hua-Jun Zeng Customer Number: 22801 Filer: Brian Gerard Hart/LeAnn Sassman Filer Authorized By: Brian Gerard Hart Attorney Docket Number: MS1-1892US Receipt Date: 19-JUN-2006 Filing Date: 15-APR-2004 Time Stamp: 17:26:24 Application Type: Utility International Application Number: Payment information:

File Listing:

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Document Number	Document Description	File Name	File Size(Bytes)	Multi Part	Pages
1		1892ids.pdf	208036	yes	4

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	Multipart Description						
	Doc Desc		Start	End			
	Miscellaneous Incoming Letter		1	1			
	Information Disclosure Statement (IDS) Filed		2	4			
Warnings:			•				
Information:							
2	Foreign Reference	1890ref1.pdf	1960777	no	41		
Warnings:				11			
Information:							
3	NPL Documents	1890ref2.pdf	985555	no	17		
Warnings:							
Information:							
4	NPL Documents	1890ref3.pdf	549724	no	13		
Warnings:							
Information:							
5	NPL Documents	1890ref4.pdf	439218	no	9		
Warnings:							
Information:							
6	NPL Documents	1890ref5.pdf	629434	no	13		
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If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.